SIEMENS

Siemens Remote Service

SP

Software

System

Installation of SRS

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Document description

This document describes where information can be obtained and where an active configuration has to be performed for Siemens Remote Service on syngo and Fluorospot Compact systems.

General and product-specific safety hints

Follow the guidelines of general and product-specific safety information when performing maintenance and service work.

Screenshots & graphics

Screenshots and graphics within this document are only examples.

Not all configurable combinations and variants are described in this document.

This document describes the principle and the most common configuration.

Additional information

For more information about Siemens Remote Service, the router, and the SRS server concept, refer to "SRS Connectivity Toolkit" on the CS homepage http://cs.med.siemens.de.

The SRS server concept

SRS access server

Three worldwide access servers make your system accessible to Siemens Remote Service.

Global zone / location	Server name	IP address	SRS database
Europe (Fürth)	lux09505	194.138.39.18	srs-portal1
America (Newark)	SRSACC1	129.73.116.92	srs-podb1
Asia (Singapore)	sgpt806x	194.138.243.178	srs-portal1

System management servers

System management servers are located in the SRS server environment in Europe, Asia and America. Systems report to these servers with statistical quality data and escalate cases involving severe malfunction of the SP system.

Time zone	I (Europe, Africa)	II (America)	III (Asia, Australia)
HP Openview	lux09330, **194.138.39.19**	SRSMON1, **129.73.116.91**	SGPT3179XH, **194.138.243.179**
CA SW distribution server	FTHW9MVA, **194.138.39.22**	SRSSQL03, **129.73.116.94**	SGPT3182H, **194.138.243.182**

In many countries, the SP system currently has to dial out internationally to contact the server, e.g., for auto-reporting or system management reporting. For this reason, toll-free numbers for accessing the servers have been established.

SRS portal access

A personal account is required on the SRS portal to access data and to connect to systems. For accounts, contact your service center.

SRS router information

SP products are only designed for a router or VPN (Virtual Private Network) connection.

Router connection

The phone line must be a direct analog or ISDN line (not a switchboard). The phone extension should allow international dial-in and dial-out calls to support the new SRS server concept.

VPN

SRS over a VPN connection (Internet) requires a static IP address for the customer's end point.

Network

An appropriate IP network address range within the customer LAN is required to connect the router/VPN to the modality.

Router hardware

A current router hardware list and order form are available in the intranet under SRS Connectivity Toolkit (http://cs.med.siemens.de).

To connect to an analog router, a country-specific modem is necessary. For detailed information, refer to the SRS Planning Guide, SRS Connectivity Toolkit (http://cs.med.siemens.de).

Router administration

The router is administered either by the customer (COA) or Siemens (SOA).

1. Customer-owned access (COA)

   The router has to be compatible with the Cisco router used in the SRS server environment.

   Fill out the SRS checklist with the customer-specific data. The SRS Help Desk (CHS IN) will contact the customer and arrange a router configuration. After completion, a confirmation mail is forwarded to the person noted on the SRS checklist.

   The SRS checklist is available via INTRANET: CS homepage (http://cs.med.siemens.de/SRSToolkit.

2. Siemens-owned access (SOA)

   We use Cisco routers exclusively. Model type 800 for up to approx. 5 nodes or model type 1600, if more nodes are to be connected.

   Currently, router configuration is performed by the SRS Help Desk (CHS IN, Customer Health Service Imaging Network).

   All routers delivered from the parts delivery department (CSML) are pre-configured. This means once hardware installation is completed, the SRS Help Desk (CHS IN) can access the router remotely and perform the final configuration.

   To have the final configuration performed, fill out the SRS checklist with the customer-specific data and send it to the address on the checklist. After completion, a confirmation mail is forwarded to the person noted on the SRS checklist.

   The SRS checklist is available on the intranet: CS homepage, SRS Connectivity Toolkit, (http://cs.med.siemens.de).

Basic network situations

Guidelines for configuring SRS router access in the modality.

There are two possible router locations at the customer site:

1. The modality and the hospital SRS router are in the same subnet area.
   Refer to paragraph.

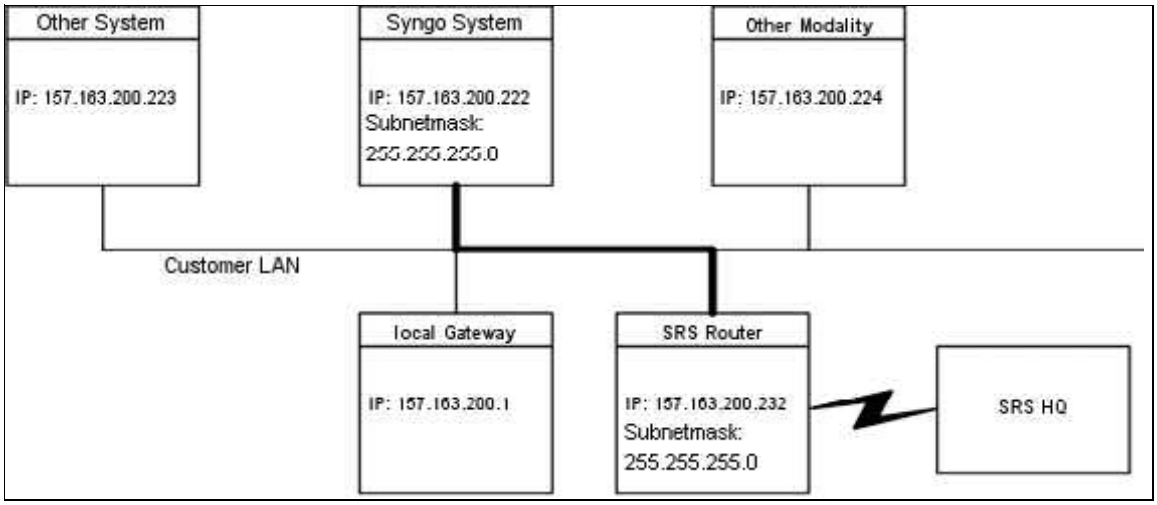

Fig. 1: Modality and hospital SRS router in the same subnet

2. The modality is on a different subnet area than the hospital SRS router.

   The hospital network administrator configures the default gateway (example 192.168.170.1 to access the SRS access server in Fürth (Germany)).

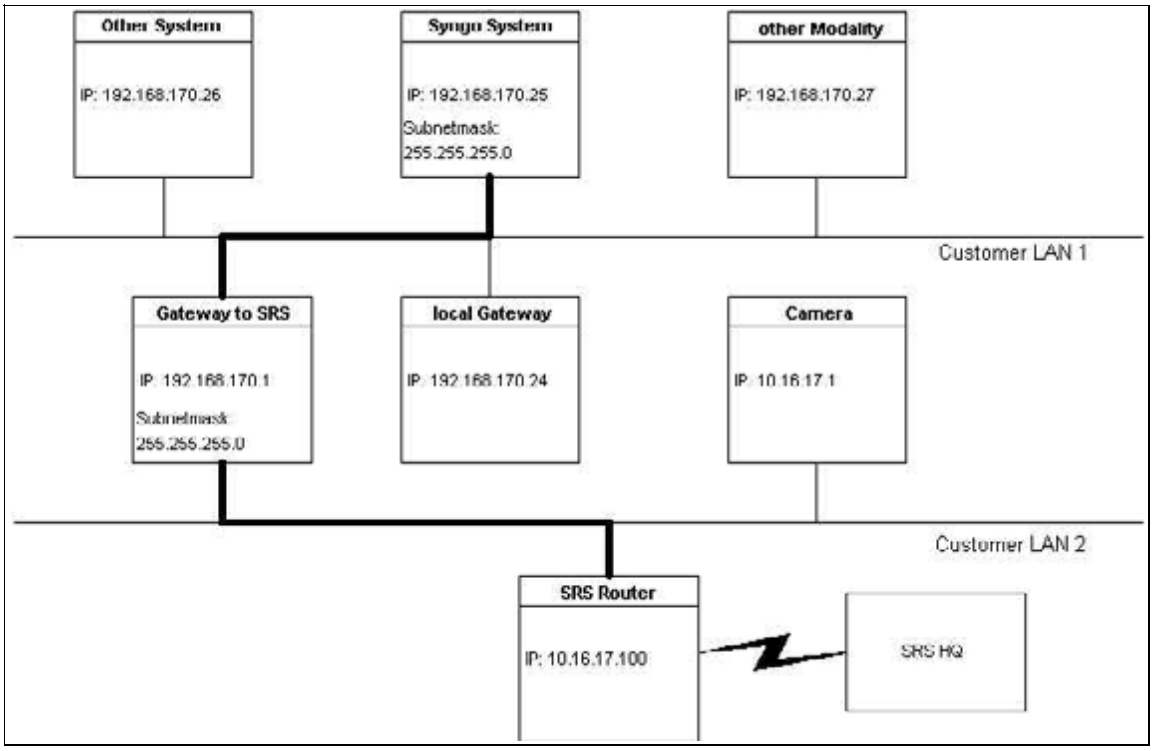

Fig. 2: Modality and hospital SRS router not in the same subnet

General modality SRS configuration

The modality and the hospital SRS router are in the same subnet

For configuration, the hospital network administrator does not have to be involved.

NOTE

The default gateway functionality under NT (TCP/IP gateways) works only for a single gateway IP address. This means only one IP address should be entered under TCP/IP gateways.

Normally, the default gateway is already occupied by the customer's network environment; the routing from the syngo system to the SRS router is established via a static route.

Warning: The static route is not saved by a configuration backup. The static route has to be entered again after software installation.

Enter a static route by using a command to the operating system.

- Open a command interpreter such as "cmd.exe" (FLC-based) or "Escape to OS" (syngo-based).
- Enter the static route to the corresponding SRS server as displayed below (SRS server Fürth/Newark/Singapore) in the parameter line.

Command	**IP and netmask of SRS server**									**SRS Router IP address**				**permanent**
route add	194.	138.	39.	0	mask	255.	255.	255.	0	157	163	200	232	-p
SRS Server Fürth:	route add 194.138.39.0 mask 255.255.255.0 157.163.200.232 -p													
SRS Server Newark:	route add 129.73.116.0 mask 255.255.255.0 157.163.200.232 -p													
SRS Server Singapore:	route add 194.138.243.0 mask 255.255.255.0 157.163.200.232 -p													

Explanation:

The syngo system 157.163.200.222 uses the static route to the hospital SRS router 157.163.200.232 to reach the SRS access server 194.138.39.0 (Fürth, Timezone I) without using the local gateway. The -p stands for permanent route.

NOTE

Alternative: Configure the hospital SRS router as the default gateway under TCP/IP LAN gateways if the customer is not using a default gateway.

- In order to save the data, write down the line showing the route to the SRS target server

- Perform a connectivity test as described in the "Troubleshooting" section of this document.

The modality and hospital SRS router are not in the same subnet

The hospital network administrator has to configure the default gateway for connectivity to the SRS access server. This is done in conjunction with the SRS Help Desk (CHS IN, Customer Health Service Imaging Network)

NOTE	**Only one gateway entry can be defined. Therefore, this procedure applies to customers with only one default gateway used with the syngo system.**

- Enter the default gateway IP address for the local TCP/IP LAN parameter via "Network connection" (FLC-based) or Configuration/TCP/IP LAN (syngo-based).
- Perform a connectivity test as described in the "Troubleshooting" section of this document.

syngo-based basic modality configuration

Guidelines for modality configuration

1.	The modality (syngo system) has to be entered in the SRS database	SRS Help Desk
2.	SRS router configuration	SRS Help Desk or customer administrator
3.	Enable remote access of the modality (syngo system)	Customer Support Engineer
4.	General modality (syngo system) SRS configuration	Customer Support Engineer
5.	SRS connectivity test	Customer Support Engineer
6	Enter country code and customer ID	Customer Support Engineer
7.	Configure FTP transfer	Customer Support Engineer
8.	Check FTP transfer	Customer Support Engineer
9.	Autoreport	Customer Support Engineer
10.	Knowledge base	Customer Support Engineer

1. Enter the modality (syngo system) in the SRS database

The modality (syngo system) is entered in the SRS database during router configuration by the SRS Help Desk (CHS IN Customer Health Service Imaging Network) or the responsible person in the country. The basis for the entry is the SRS checklist (R=refer to the SRS Connectivity Toolkit on the intranet, http://cs.med.siemens.de/SRSToolkit)

2. Router configuration

The router is configured by the Siemens SRS Help Desk (CHS IN) or, if a customer router exists, by the customer in conjunction with the Siemens SRS Help Desk (CHS IN). The basis for the entry is the SRS checklist (refer to the SRS Connectivity Toolkit on the intranet, http://cs.med.siemens.de/SRSToolkit).

3. Enable remote access of the modality (syngo system)

The Siemens remote access mode setting is not covered by the Backup & Restore function. After SW installation, the Siemens remote access mode has to be selected. For syngo-based systems, select Options/Service/Remote service.

NOTE

Depending on your syngo version and the system language, the service options may differ slightly.

- **Options/Remote service**
- **Options/Service/Remote service**
- **Options/Remote service**
- **Options/Service/Remote service**

- Enable remote access

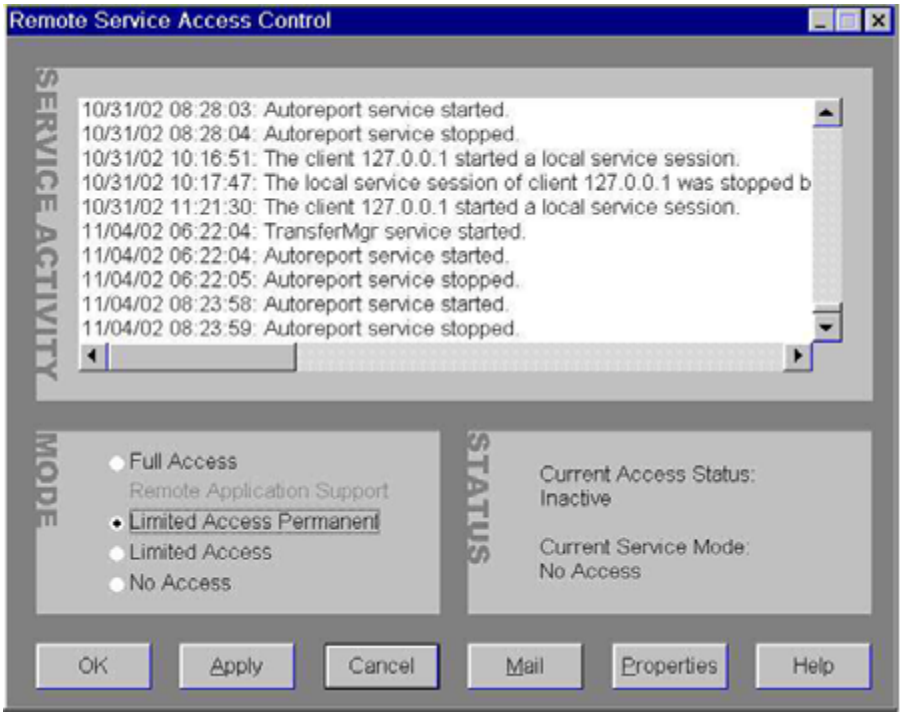

Fig. 3: Remote access mode

After consulting with the customer, enable the agreed-upon mode, e.g., Limited Access Permanent.

Full Access	The customer cannot work further; includes additional rights for several test tools by remote.
Limited Access Permanent	The customer can work further; limited rights for test tools; permanent remote access possible
Limited Access	The customer can work further; limited rights for test tools; remote access possible for a certain time as configured under Properties (default, e.g. 2 hours)
No Access	No remote access possible

4. General modality (syngo system) SRS configuration

Two network types may exist at the customer site:

1. The modality and the hospital SRS router are in the same subnet area.

   Refer to paragraph 4.1

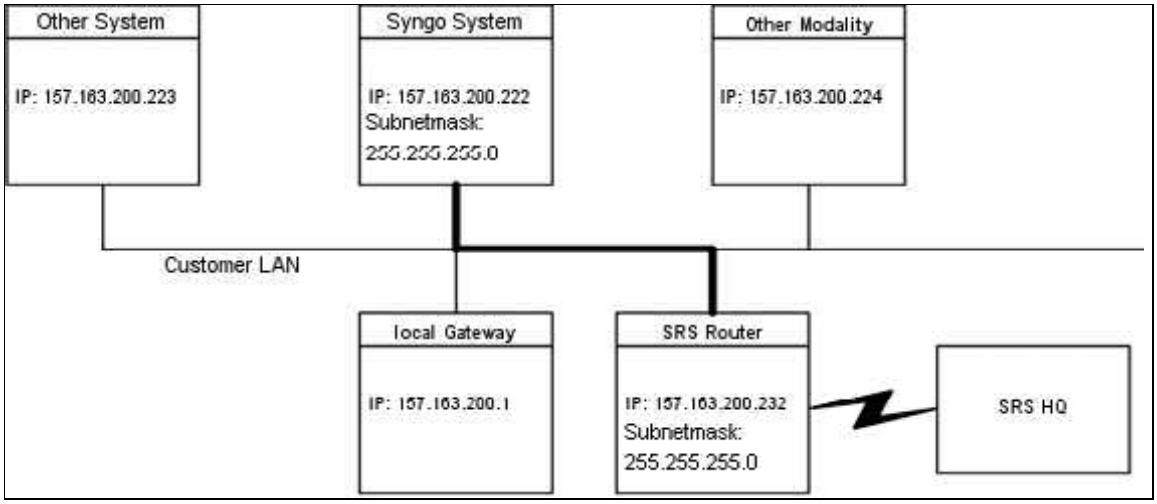

Fig. 4: Modality and hospital SRS router in the same subnet

2. The modality is on a different subnet area than the hospital SRS router.

   Refer to paragraph 4.2

   The hospital network administrator configures the default gateway 192.168.170.1 to access the SRS access server in Fürth (Germany).

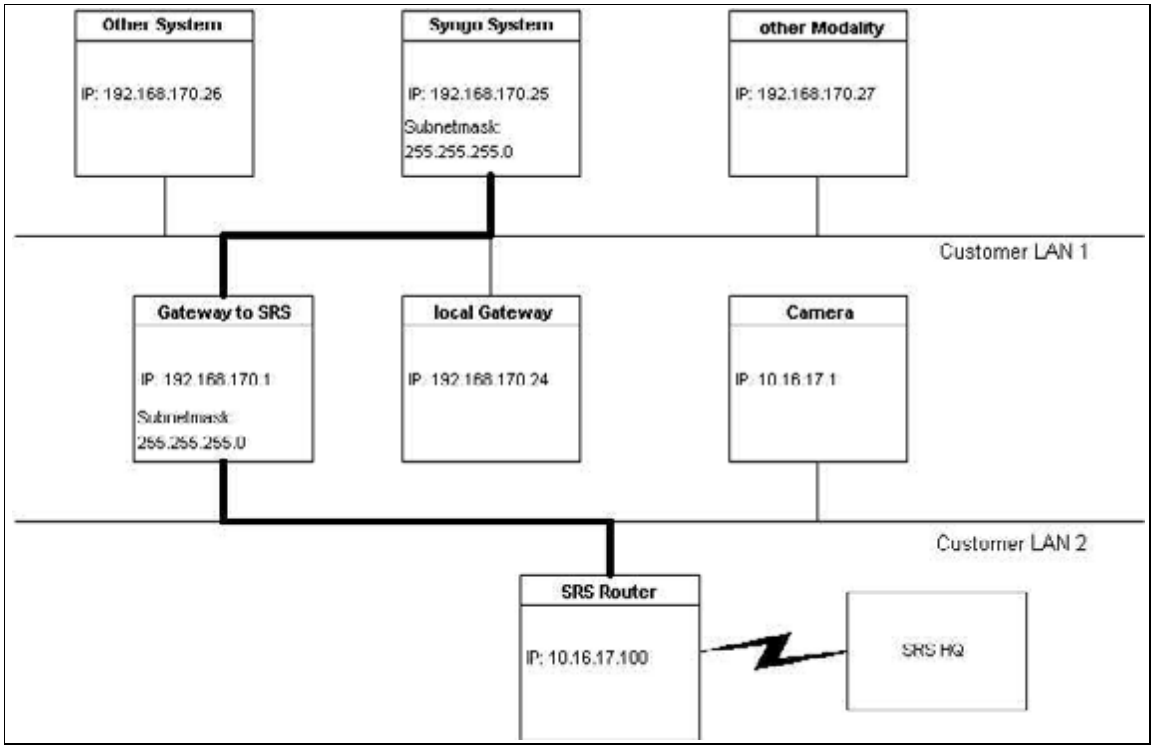

Fig. 5: Modality and hospital SRS router not in the same subnet

4.1 The modality and the hospital SRS router are in the same subnet

For configuration, the hospital network administrator does not have to be involved.

NOTE

The default gateway functionality under NT (TCP/IP gateways) works only for a single gateway IP address. This means only one IP address should be entered under TCP/IP gateways.

Normally, the default gateway is already occupied by the customer's network environment; the routing from the syngo system to the SRS router is established via a static route.

Warning: The static route is not saved by a configuration backup. The static route has to be entered again after software installation.

Enter a static route by using a command to the operating system.

- Select "Utilities" from the service software local service home menu.
- Select "Escape to OS" in the navigation frame under "Source".
- Select "NT command interpreter" from the command line.
- Enter the static route to the corresponding SRS server as displayed below (SRS server Fürth/Newark/Singapore) in the parameter line.

Command	**IP and netmask of SRS server**									**SRS Router IP address**				**permanent**
route add	194.	138.	39.	0	mask	255.	255.	255.	0	157	163	200	232	-p
SRS Server Fürth:	route add 194.138.39.0 mask 255.255.255.0 157.163.200.232 -p													
SRS Server Newark:	route add 129.73.116.0 mask 255.255.255.0 157.163.200.232 -p													
SRS Server Singapore:	route add 194.138.243.0 mask 255.255.255.0 157.163.200.232 -p													

Explanation:

The syngo system 157.163.200.222 uses the static route to the hospital SRS router 157.163.200.232 to reach the SRS access server 194.138.39.0 (Fürth, Timezone I) without using the local gateway. The -p stands for permanent route.

NOTE

Alternative: Configure the hospital SRS router as the default gateway under TCP/IP LAN gateways if the customer is not using a default gateway.

- In order to save the data, write down the line showing the route to the SRS target server
- Perform the connectivity test described in section 5 of this chapter, SRS - configuration

4.2 The modality and hospital SRS router are not in the same subnet

The hospital network administrator has to configure the default gateway for the connectivity to the SRS access server. This is done in conjunction with the SRS Help Desk (CHS IN, Customer Health Service Imaging Network)

NOTE

Only one gateway entry can be defined. Therefore, this procedure applies to customers with only one default gateway used with the syngo system.

- Under Local service/Configuration/Local host, select TCP/IP LAN.
- Under "Gateways", enter the gateway IP address.
- Perform the connectivity test in section 5 of this chapter, SRS configuration

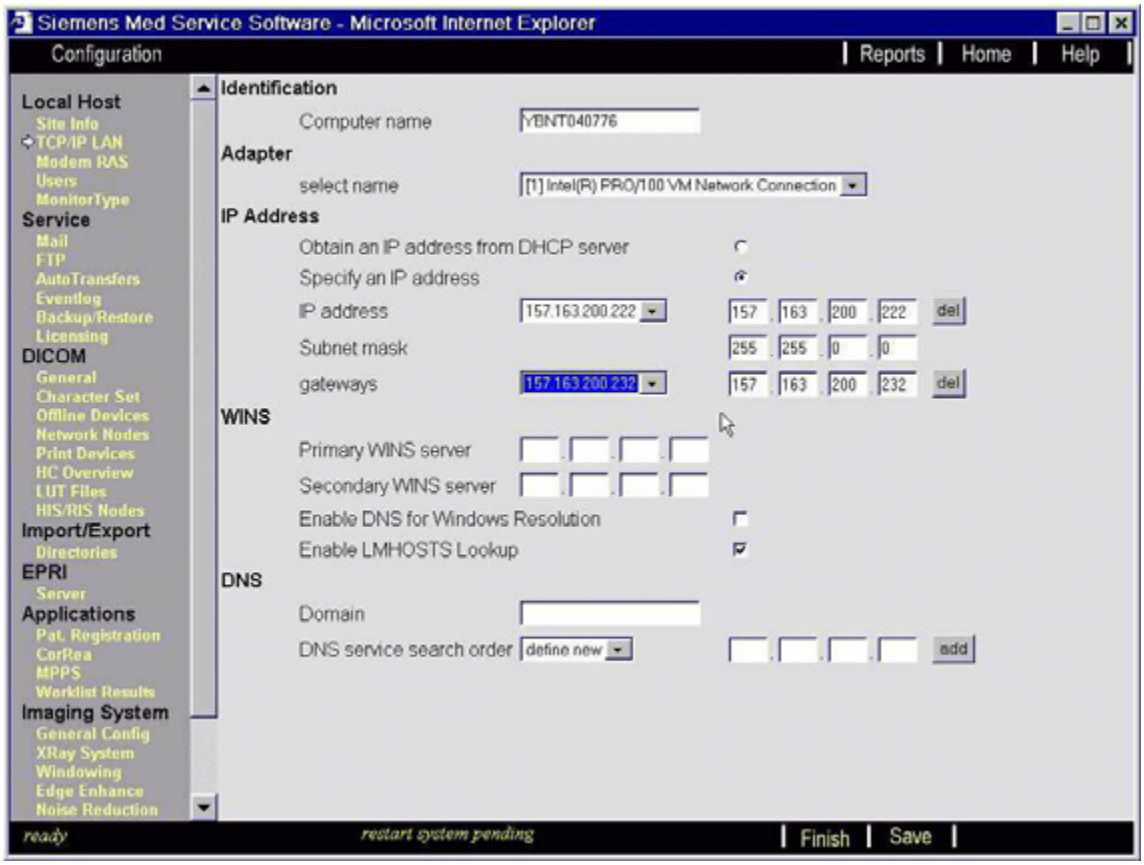

Fig. 6: Gateway

- Click "Save" and "Home" and accept the reboot.

5. Connectivity test

Check the connectivity from the modality to the SRS access server.

Procedure:

- Enable the remote access mode for "Limited Access" or "Limited Access Permanent".
- Select "Utilities" from Service software/Local service/Home menu.

- Select "Escape to OS" in the navigation frame under "Source".
- Select the "NT command interpreter" under "Command".
- Enter the following bold parameters, depending on the modalities of the access server configuration:

Time zone I (Europe, Africa)	**tracert 194.138.39.18**	Trace route to the Fürth extranet
Time zone II (America)	**tracert 129.73.116.92**	Trace route to the Newark extranet
Time zone III (Asia, Australia)	**tracert 194.138.243.178**	Trace route to the Singapore extranet

NOTE

A telephone line may need some time to establish the connection. As a result, the tracert program may time out and output "Destination host is unreachable" or "Request time-out". Repeat the tracert command and check the connection again.

Example for time zone I, SRS server Fürth

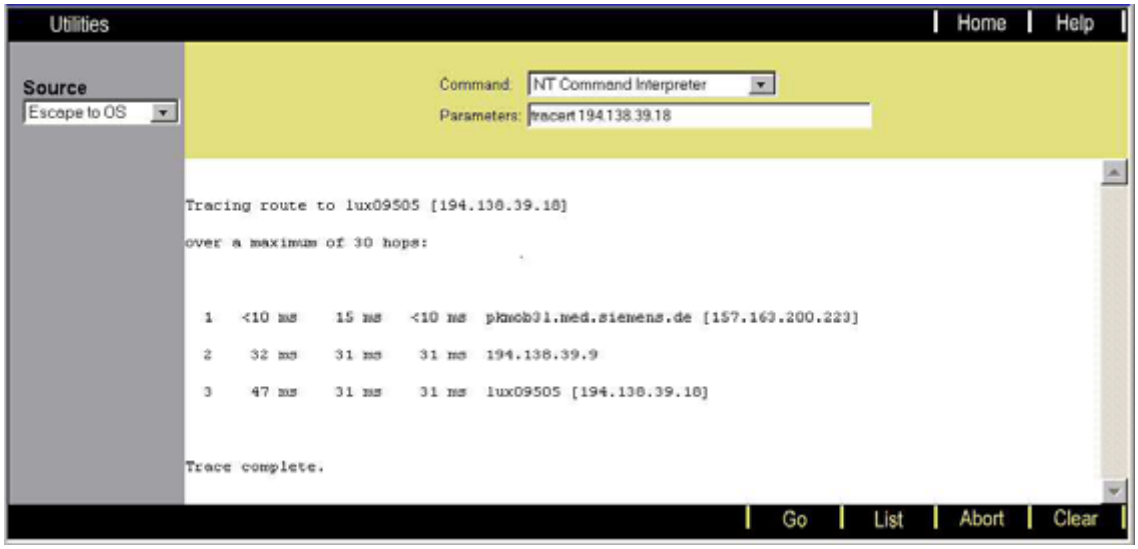

Fig. 7: tracert ok

The tracert 194.138.39.18 command performs a connection test to the SRS server in the Fürth extranet. All gateways used between the syngo system and the SRS router are listed. In our example, gateway 157.163.200.223 is used to connect the SP syngo system with the SRS router in Fürth.

What to do if the tracert command times out:

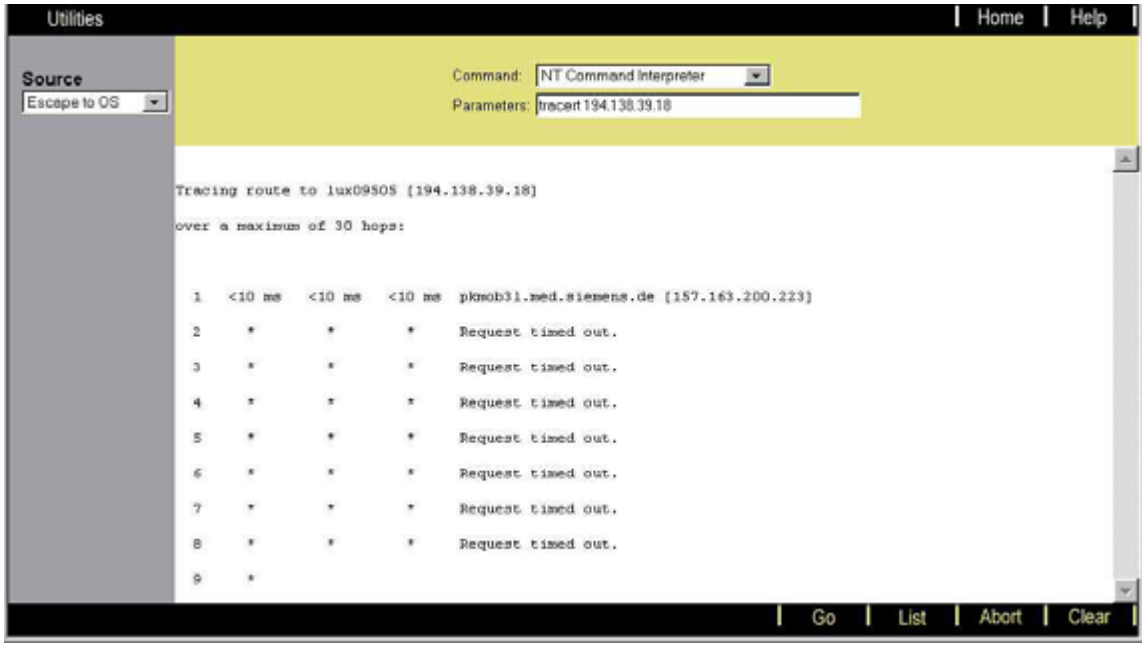

Fig. 8: tracert not ok

If the Fürth/Newark/Singapore extranet cannot be reached after several retries, refer to the SRS troubleshooting section or contact headquarters and/or the network administrator of the hospital.

6. Enter country code and customer ID

In some cases remote service uses data for the country code and customer ID.

Under Local service/Configuration/Site info, enter the following data:

- Country code "DE=Germany"
- Customer ID, 7 digits of the local customer ID
- Click "Save".

7. Configure FTP transfer

6.1. Configuration of the SRS target (host) used for FTP service

- Go to local service.
- Select "Configuration".
- On the configuration navigation page, select "FTP".

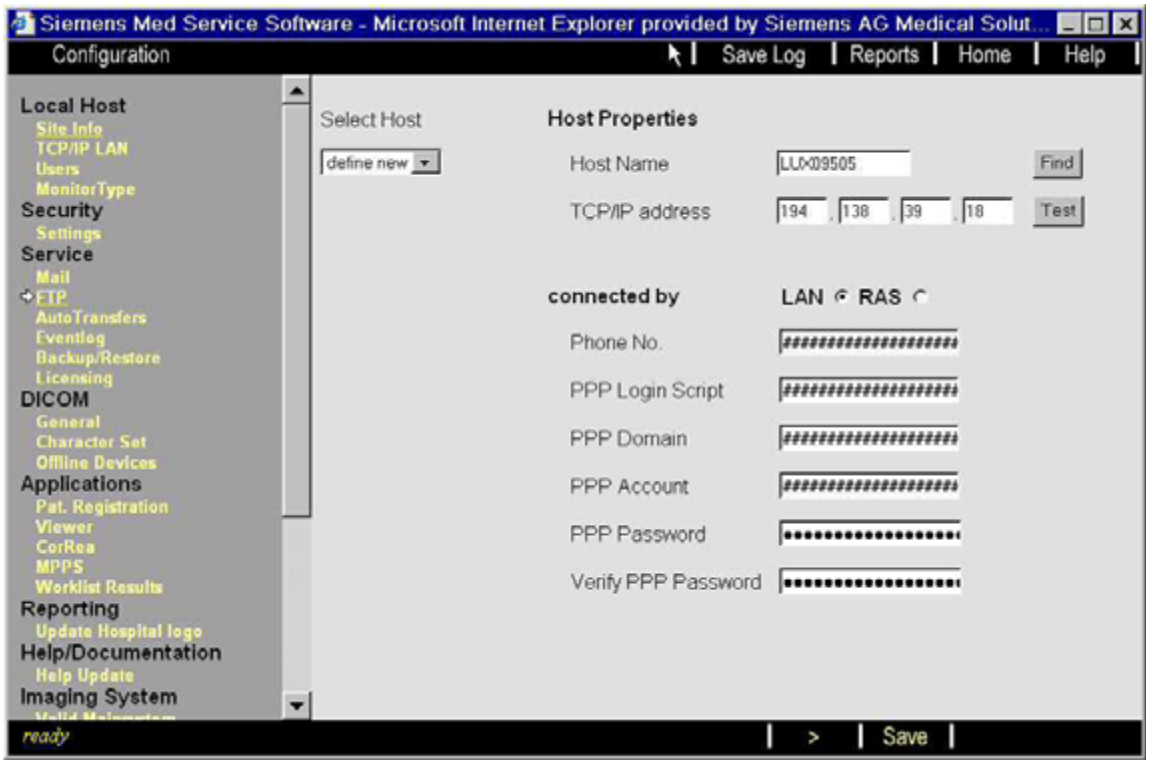

Fig. 9: FTP host

• Define the new host name:	For Europe: For America: For Asia:	lux09505 SRSACC1 sgpt806x

• Enter the appropriate IP address.	Global zone	Host	IP address
	For Europe: For America: For Asia:	lux09505 SRSACC1 sgpt806x	194.138.39.18 129.73.116.92 194.138.243.178

- Select "Connected by LAN".
- Click "Save".

6.2. Definition of FTP target

- Select "Configuration/FTP" in local service.
- Check the SRS target (refer to section 6.1, Configuration of SRS target).

- Click ">" to proceed to page 2 of Configuration/FTP.

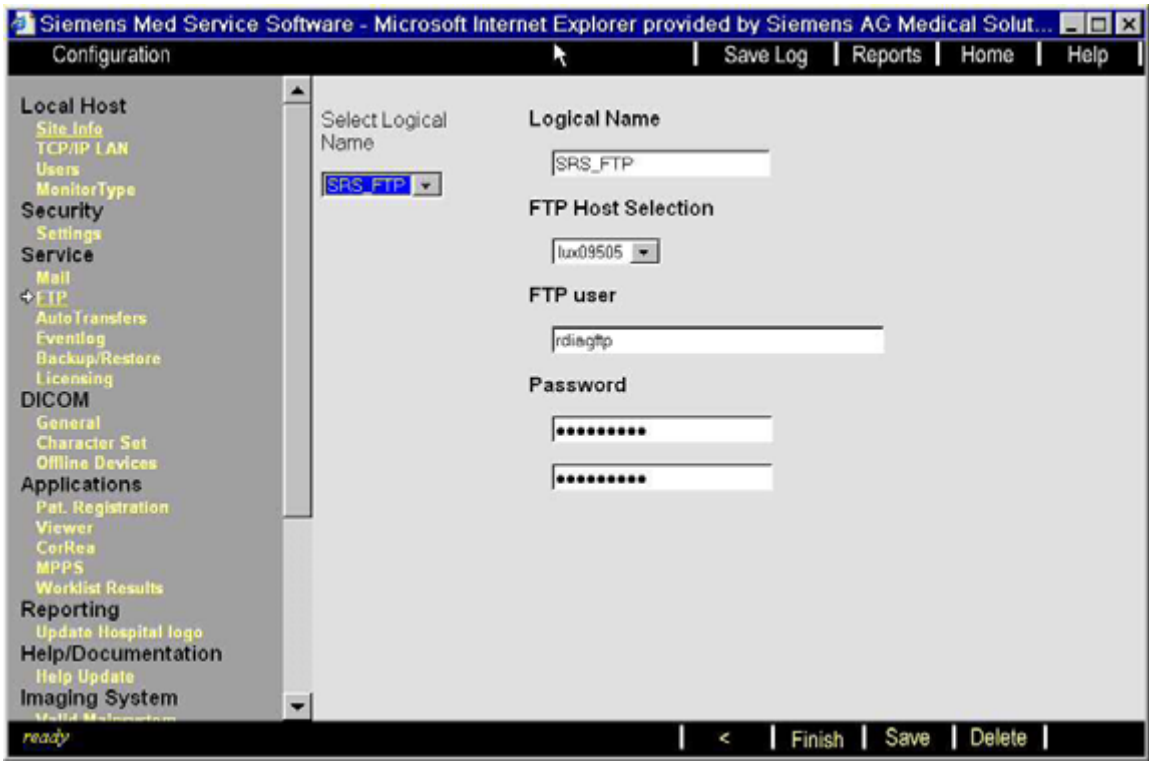

Fig. 10: FTP account

- Define a new logical name: -> "SRS_FTP"
- Select FTP host selection via the host target as previously configured (see table below)

Global zone	Host	IP address
For Europe:	lux09505	194.138.39.18
For America:	SRSACC1	129.73.116.92
For Asia:	sgpt806x	194.138.243.178

- In the "FTP user" field, enter: rdiagftp
- In the "Password" field, enter: siemens
- Confirm the password in line two.
- Click "Save".

8. Check FTP transfer

7.1 Create a test file to check FTP transfer

To check the FTP service, create a file for transfer.

- Log in to local service or remote service.
- Click "Event Log".

- Select "Severity": All
- Select "Facility": Service
- Accept the current time range (date).
- In the "Extract" field, enter a file name for the event log file, e.g.: "ut1005_21_03_2003.txt"

  (ut= rdiag prefix of product, system serial number 1005 and date 21 mar 2003)
- Select "Go".

  ➪ The ut1005_21_03_2003.txt file will be written to C:\"medcom"\service\extract. ("medcom" depends on the product)

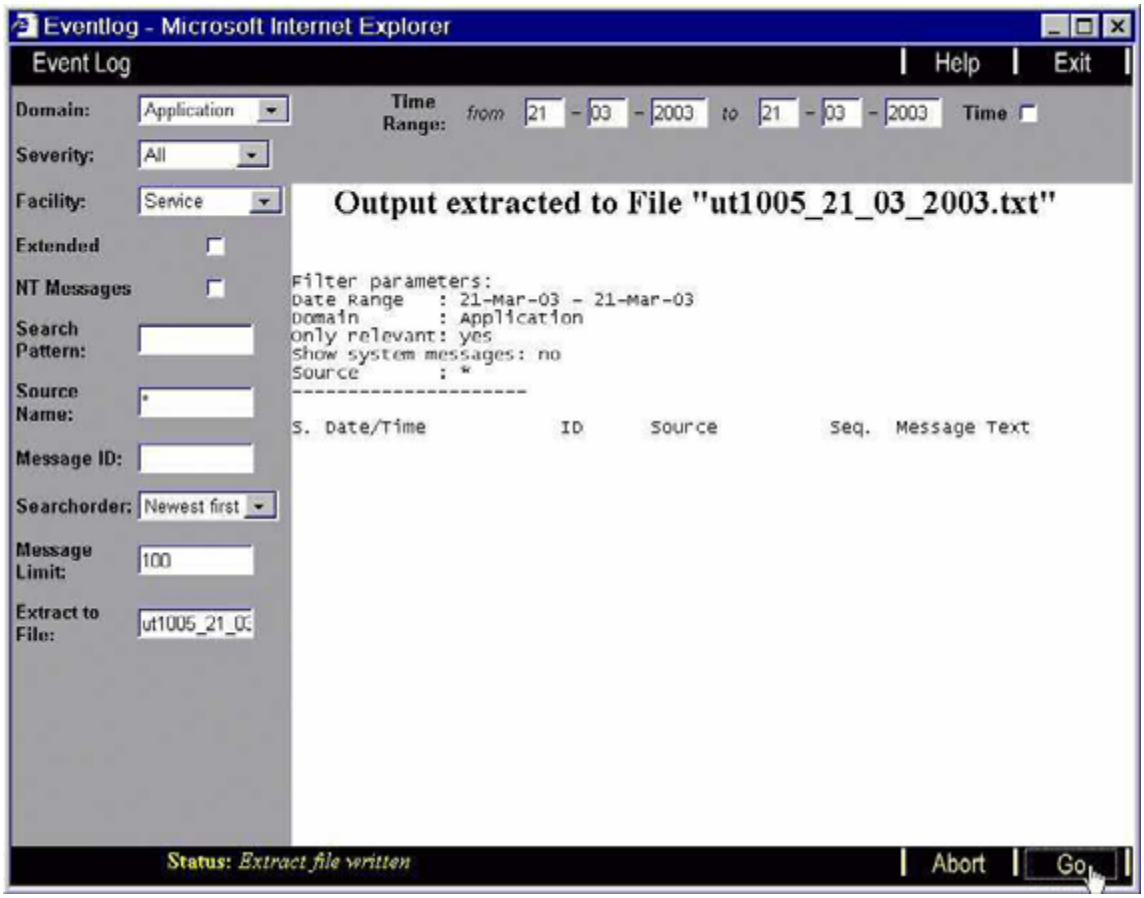

Fig. 11: Event Log file

7.2 Check FTP transfer

- Select "File & image tools" from the service software home menu.
- Select "Source": File
- Select "Action": Transfer from system
- Select "File type": Any file
- Select "Site directory": "C:\"medcom"\service\extract".

  ("medcom" depends on the product, e.g., "Uroskop Access" medcom = aspia)
- Select the file to be transferred to the Siemens remote server, in this case ut1005_21_03_2003.txt.

- Press "Go" to start the file transfer via FTP.

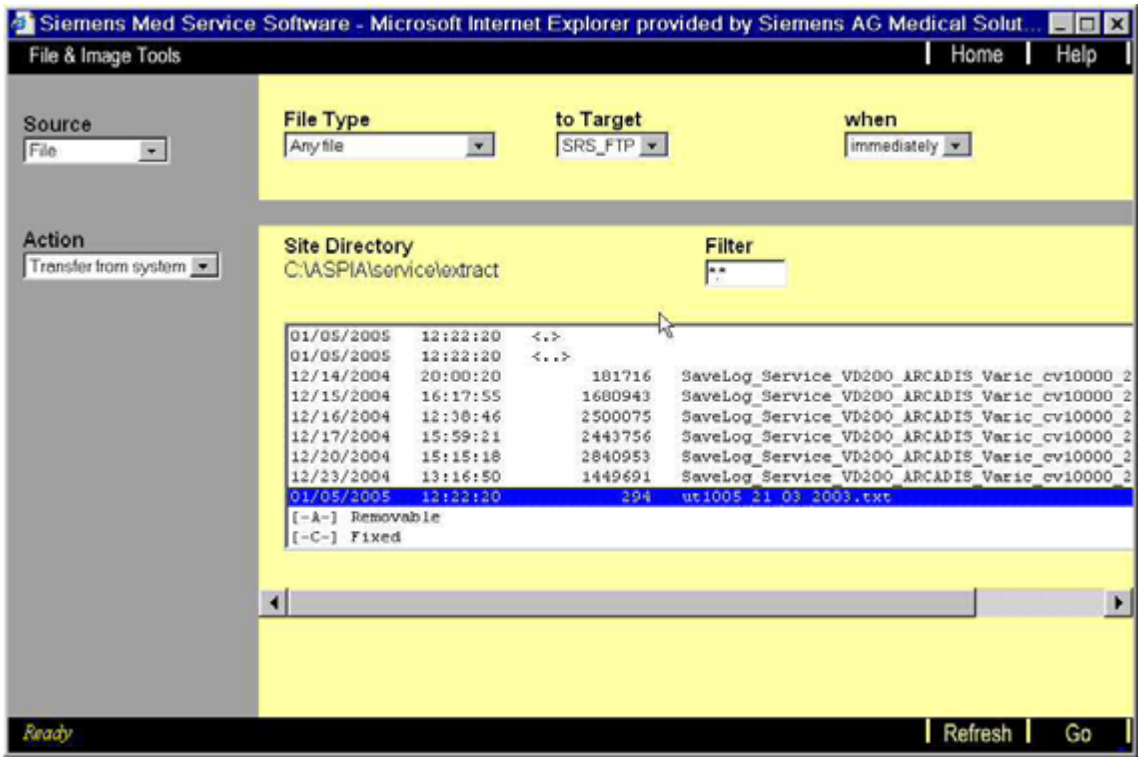

Fig. 12: File and image tool

The transfer manager queue opens and displays the status of the transfer.

Double-check the service activity window under FTP check. No error should have occurred (wait approx. 5 minutes to check the output). In case of errors, refer to the "Troubleshooting" section for detailed information.

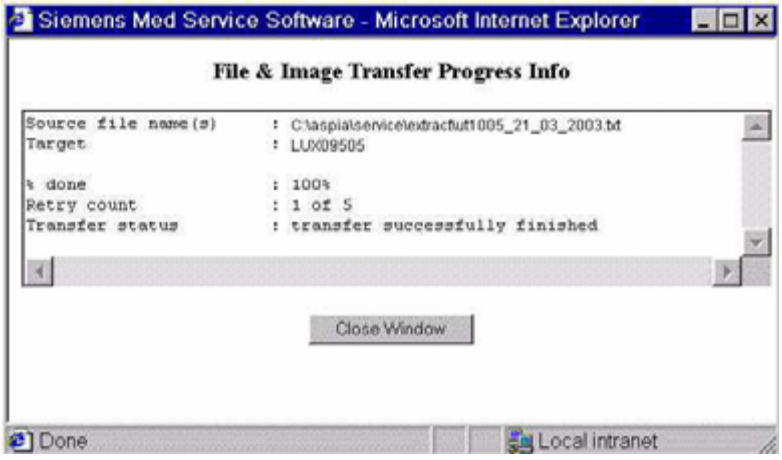
Siemens Med Service Software - Microsoft Internet Explorer
File & Image Transfer Progress Info
Source file name(s) : C:\aspia\service\extract\ut1005_21_03_2003.txt
Target : LUX09505
% done : 100%
Retry count : 1 of 5
Transfer status : transfer successfully finished
Close Window
Done
Local intranet

Fig. 13: FTP transfer

9. Autoreport

Refer to the specific product description. The default is that no "Autoreport" function is used.

10. Knowledge base

Prerequisites

The CS knowledge base is accessible from the syngo system for systems connected via a router (analog or ISDN) or via VPN to the SRS server.

The SRS access server has to be configured as the proxy server in Internet Explorer.

Perform the Internet Explorer setup as described below.

Internet Explorer settings

The SRS access server functions as a proxy server between the syngo system and the intranet. Configure the IE browser as follows:

- Open local service by selecting Options/Local service or Options/Service/Local service.
- The service login platform is displayed and has to be activated; this is shown by the blue line at the top of the frame.

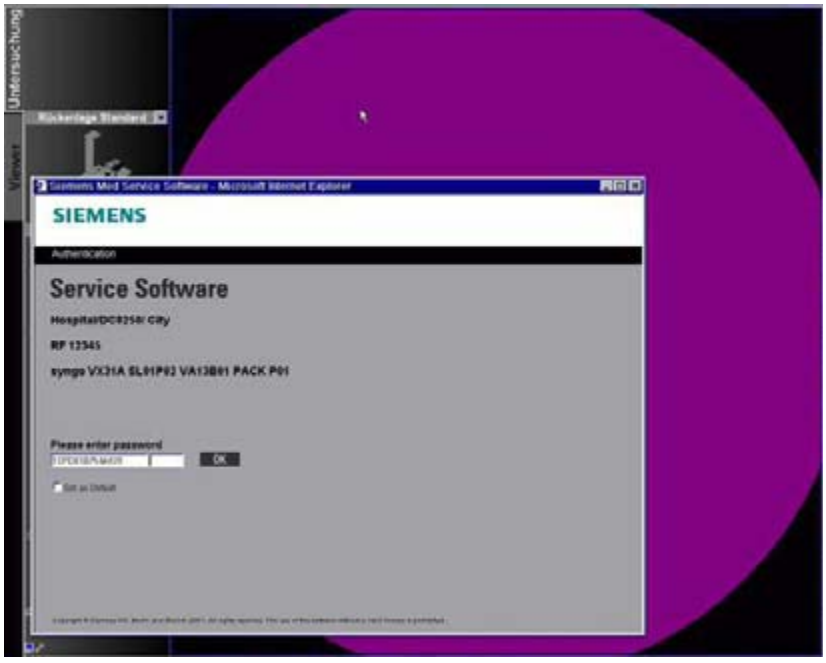

Fig. 14: Local Service

- Enter Ctrl + N on the keyboard to open a new browser window via the taskbar or open the browser by entering "iexplorer" in the command line (Utilities/Escape to OS).

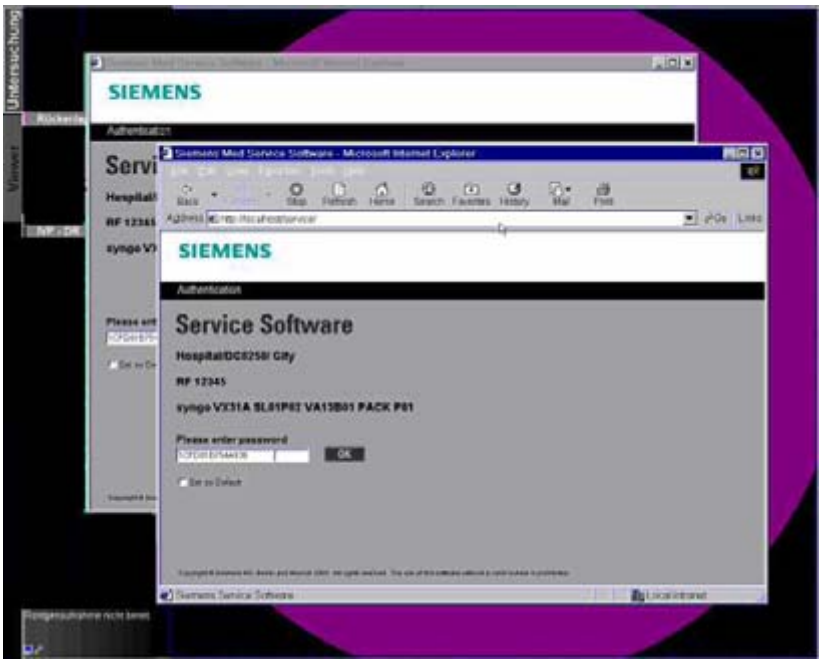

Fig. 15: New browser

- On the taskbar, select Tools --> Internet options --> Connections --> LAN settings.

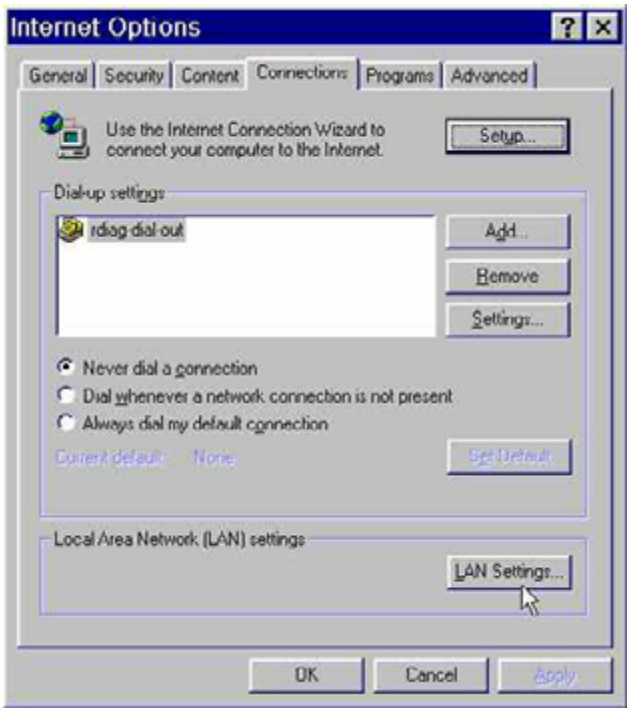

Fig. 16: Browser option

- Within the mask (LAN settings figure), enable "Use a proxy server" and ensure that "Bypass proxy server for local address" is selected.

- Click the "Advanced" button.

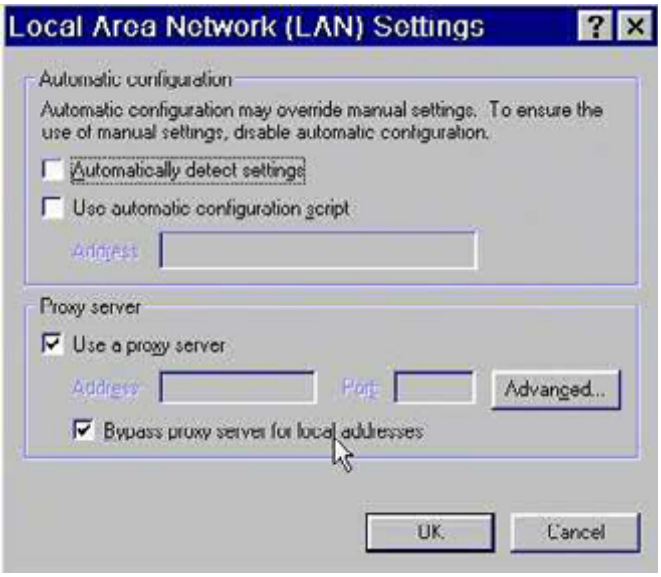

Fig. 17: LAN setting

- Enter the configured SRS server as the proxy address (see table below).

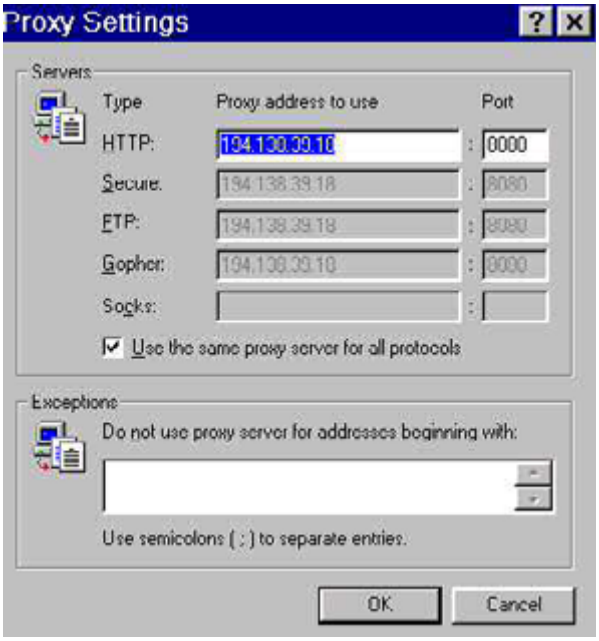

Fig. 18: Proxy ports

Global zone	IP address	Port
Europe	194.138.39.18	8080
America	129.73.116.92	8080
Asia	194.138.243.178	8080

- Enable "Use the same proxy server for all protocols" and save the entry with "OK".
- Bypass the subsequent pages with "OK" to access the CS knowledge base.

- Set the remote access mode to limited access or limited access permanent.
- Open local service by selecting Options/Local service or Options/Service/Local service.
- The service login platform is displayed. Enter Ctrl + N on the keyboard to open a new browser window with the taskbar.
- Enter the address https://www-tdkb.med.siemens.de
- Reply to the security alert message window with "OK".

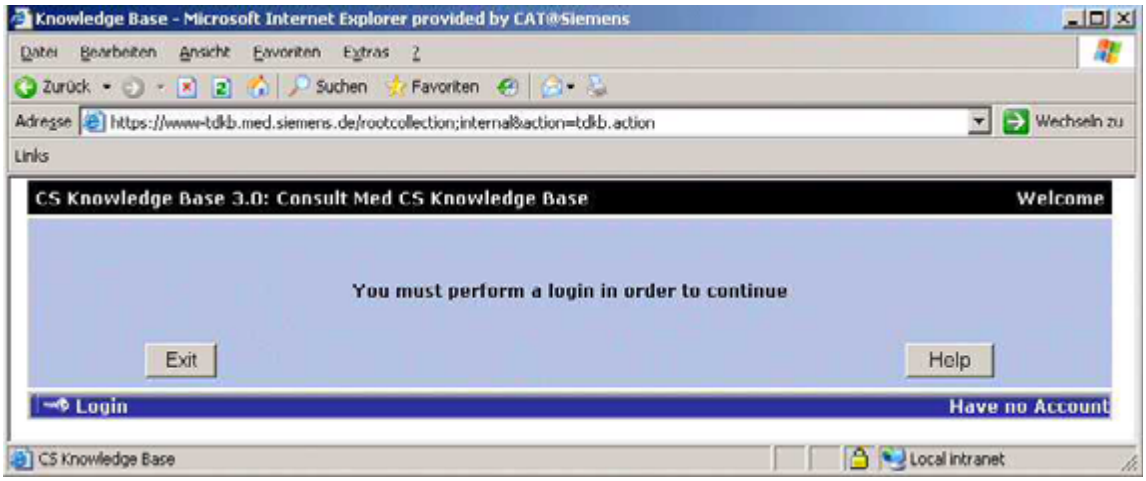

Fig. 19: CS Knowledge Base login

- Log in with your CS knowledge base user name and password.

NOTE

If you cannot access the CS knowledge base:

Click "Have no account". Find the "Administrator Med Meta Directory" for your country in the table below. Notify your administrator. S/he will make the necessary entries. You will receive your user name and password via e-mail.

Configuration of VPN

General

VPN stands for virtual private network. A “tunnel” is built up via the Internet between the SRS server and the customer system. The beginning and end of this tunnel are defined by so-called Internet security end points (security end points = IP addresses).

The SRS configuration for VPN is identical to the SRS configuration. Under VPN the default gateway points to the Internet security end points instead of the SRS router, in case of a router connection.

Configuration

The configuration of VPN is performed by the hospital network administrator and the Siemens company responsible (e.g., SRS team from CHS IN (Customer Health Service Imaging Network).

The basis for the entry is the SRS checklist.

The SRS checklist is available on the intranet:

CS homepage/SRS Connectivity Toolkit

The network administrator defines the hospital routing and provides the default gateway used by the syngo system to reach the Internet security end point.

- This gateway has to be entered as the default gateway or as a static route if a default gateway is already in use by the syngo system. Also refer to the SRS configuration sections in this document.

The Siemens company responsible enters the configuration parameters for the SRS server and checks the connection.

FLC-based basic modality configuration

Guidelines for modality configuration.

NOTE

Before you configure Siemens Remote Service, the site-specific configuration of network data (local IP address) has to be completed and a system reboot must be performed.

Otherwise an incorrect IP address is adopted during system management configuration!

1.	The modality (syngo system) has to be entered in the SRS database.	SRS Help Desk
2.	SRS router configuration	SRS Help Desk or customer administrator
3.	Enter the customer data in the XCS-SSW	Customer Support Engineer
4.	General modality SRS configuration	Customer Support Engineer
5.	SRS connectivity test	Customer Support Engineer
6.	Configure FTP transfer	Customer Support Engineer
7.	Check FTP transfer	Customer Support Engineer
8.	Autoreport	Customer Support Engineer
9.	System Management	Customer Support Engineer

1. Enter the modality (syngo system) in the SRS database

The modality (syngo system) is entered in the SRS database during router configuration by the SRS Help Desk (CHS IN Customer Health Service Imaging Network) or the responsible person in the country. The basis for the entry is the SRS checklist (refer to the SRS Connectivity Toolkit on the intranet, http://cs.med.siemens.de/SRSToolkit)

2. Router configuration

The router is configured by the Siemens SRS Help Desk (CHS IN) or, if a customer router exists, by the customer in conjunction with the Siemens SRS Help Desk (CHS IN). The basis for the entry is the SRS checklist (refer to the SRS Connectivity Toolkit on the intranet, http://cs.med.siemens.de/SRSToolkit).

3. Enter the customer data in the XCS-SSW

Some service forms for Siemens Remote Service require customer data such as country code and customer ID. Enter all appropriate data under XCU/Customer data using the SSW (service software XCU).

- In the XCS-SSW, enter <Info> <Customer Data> and at least data for:

  Part of the initial start-up of the product, e.g., for UROSKOP Access, SPL5-330.815...

- Customer Name:
- Country Code:
- Customer No:
- Site Ident No:
- System Serial No:
- System Part No:

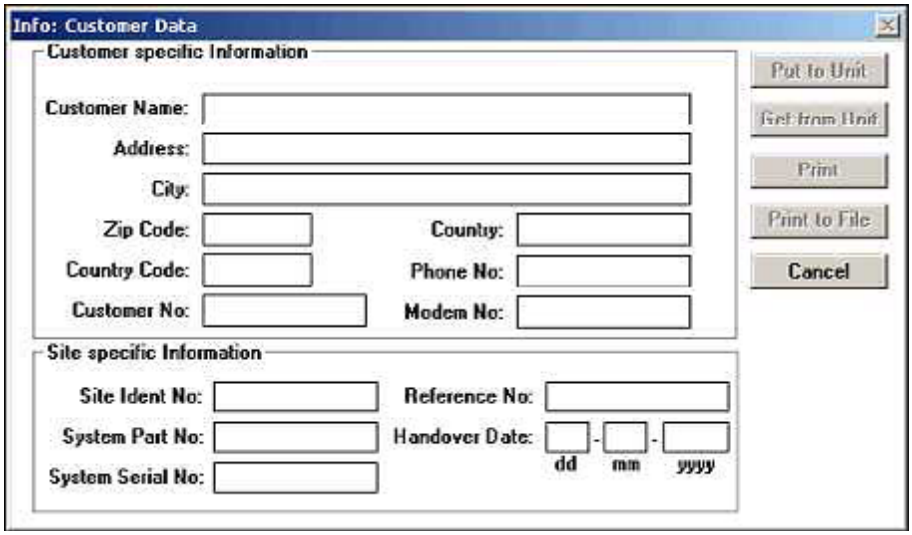

Fig. 20: Customer Data

- Select “Put to Unit” to save.
- Close the SSW service session.
- Restart the system to activate the configured data.

4. General modality SRS configuration

Two network types may exist at the customer site:

1. The modality and the hospital SRS router are in the same subnet area.

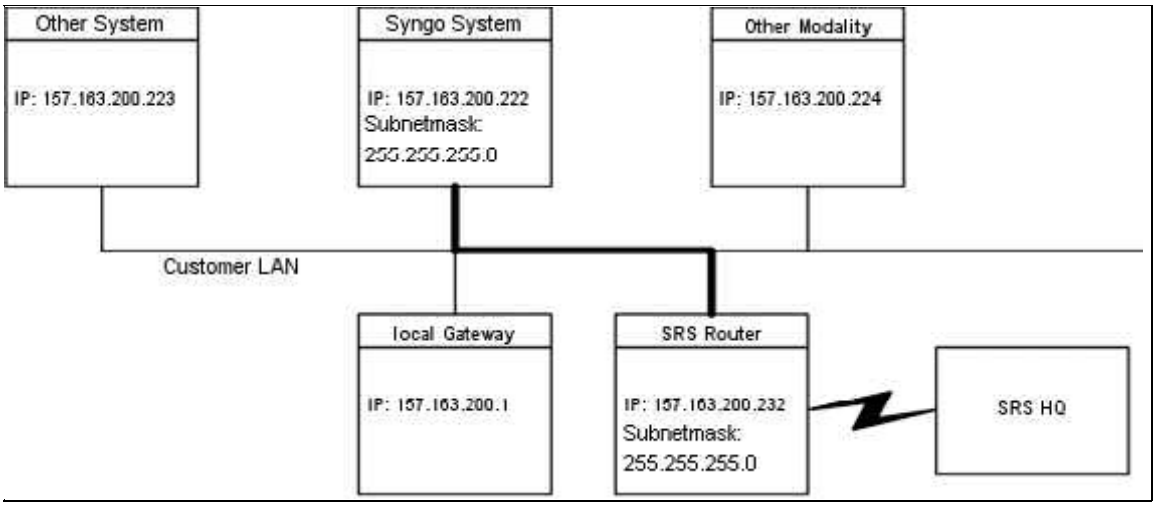

Fig. 21: Modality and hospital SRS router in the same subnet

2. The modality is on a different subnet area than the hospital SRS router.

   The hospital network administrator configures the default gateway (example 192.168.170.1 to access the SRS access server in Fürth (Germany)).

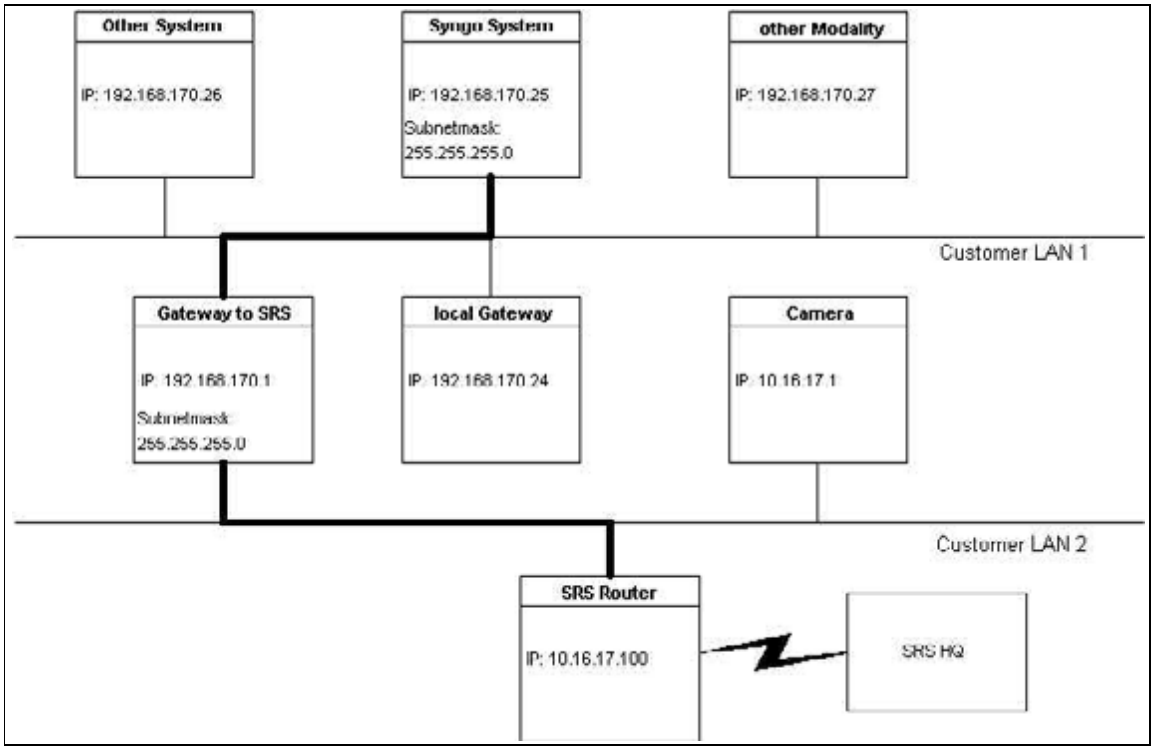

Fig. 22: Modality and hospital SRS router not in the same subnet

4.1 The modality and the hospital SRS router are in the same subnet

For configuration, the hospital network administrator does not have to be involved.

NOTE

The default gateway functionality under NT (TCP/IP gateways) works only for a single gateway IP address. This means the only one IP address should be entered under TCP/IP gateways.

Normally, the default gateway is already occupied by the customer's network environment; the routing from the syngo system to the SRS router is established via a static route.

Warning: The static route is not saved by a configuration backup. The static route has to be entered again after software installation.

Enter a static route by using a command to the operating system.

- In the service menu, press "**ESC**" and ""**Ctrl**" simultaneously.
- Select **Start/Programs/Command prompt**.
- Enter the static route to the corresponding SRS server as displayed below (SRS server Fürth/Newark/Singapore) in the parameter line.

Com-mand	IP and netmask of SRS server									SRS router IP address				Perma-nent
Route add	194.	138.	39.	0	Mask	255.	255.	255.	0	157	163	200	232	-p
SRS server Fürth:	Route add 194.138.39.0 mask 255.255.255.0 157.163.200.232 -p													
SRS server Newark:	Route add 129.73.116.0 mask 255.255.255.0 157.163.200.232 -p													
SRS server Singapore:	Route add 194.138.243.0 mask 255.255.255.0 157.163.200.232 -p													

Explanation:

The syngo system 157.163.200.222 uses the static route to the hospital SRS router 157.163.200.232 to reach the SRS access server 194.138.39.0 (Fürth, time zone I) without using the local gateway. The -p stands for permanent route.

NOTE

Alternative: Configure the hospital SRS router as the default gateway under TCP/IP LAN gateways if the customer is not using a default gateway.

- In order to save the data, write down the line showing the route to the SRS target server
- Perform the connectivity test described in section 5 of this chapter, SRS - configuration

4.2 The modality and hospital SRS router are not in the same subnet

The hospital network administrator has to configure the default gateway for connectivity to the SRS access server. This is done in conjunction with the SRS Help Desk (CHS IN, Customer Health Service Imaging Network)

NOTE

Only one gateway entry can be defined. Therefore, this procedure applies to customers with only one default gateway used with the syngo system.

- In the service menu, select **<System><System settings><Control panel>**.
- Select <**Network Connection**> and double-click on <**DICOM connection**>.
- Select <**Properties**>, <**TCP/IP**> and again <**Properties**>.
- Enter data for:
  - Local IP address
  - Subnet mask
  - Gateway if applicable
- Click "OK" to save and perform a system reboot.

5. Connectivity test

Check the connectivity from the modality to the SRS access server.

Procedure:

- In the service menu, press "**Ctrl**" and "**ESC**" at the same time.
- Select **Start/Programs/Command prompt**.
- Enter the following bold parameters, depending on the modalities of the access server configuration:

Time zone I (Europe, Africa)	**tracert 194.138.39.18**	Trace route to the Fürth extranet
Time zone II (America)	**tracert 129.73.116.92**	Trace route to the Newark extranet
Time zone III (Asia, Australia)	**tracert 194.138.243.178**	Trace route to the Singapore extranet

NOTE

A telephone line may need some time to establish the connection. As a result, the tracert program may time out and output "Destination host is unreachable" or "Request time-out". Repeat the tracert command and check the connection again.

Example for time zone I, SRS server Fürth

The tracert 194.138.39.18 command performs a connection test to the SRS server in the Fürth extranet. All gateways used between the syngo system and the SRS router are listed. In our example, gateway 157.163.200.223 is used to connect the SP syngo system to the SRS router in Fürth.

What to do if the tracert command times out:

If the Fürth/Newark/Singapore extranet cannot be reached after several retries, refer to the SRS troubleshooting section or contact headquarters and/or the network administrator of the hospital.

6. Configure FTP transfer

6.1. Configuration of the SRS target (host) used for FTP service

- In the service menu, select <Configuration><RDIAG>.
- Enter the SRS access server name from the table below.

• SRS access server name:	For Europe:	LUX09505
	For America:	SRSACC1
	For Asia:	SGPT806X

- Enter the SRS access server IP address from the table below.

• Enter the appropriate IP address.	Global zone	Host	IP address
	For Europe: For America: For Asia:	LUX09505 SRSACC1 SGPT806x	194.138.39.18 129.73.116.92 194.138.243.178

- In the "FTP user" field enter: **rdiagftp**
- In the "Password" field enter: **siemens**
- Check the "Cyclic transfer" checkbox and enter a cycle time of 7 days.
- If system management is to be configured later, select the "Event management transfer" checkbox.
- Click "OK" to save.

7. Enable remote access

- Select "Settings" in the patient list.
- Select "Service".
- Select the telephone for remote access.

As long as remote access is enabled, the system is blocked for customer activities.

8. Autoreport

Refer to the specific product description. The default is that no "Autoreport" function is used.

9. System management

The system management functionalities are available (CA Unicenter) for UROSKOP Access FLC VE20 and higher and LITHOSKOP VE20 and higher.

The FLC imaging software contains the "Manage Node Package" for system management.

System management configuration is therefore recommended.The enabled event management service continuously sends critical system information to the System Management Center.The CA Unicenter servers are located in the SRS environment in Fürth, Newark, and Singapore.

NOTE

Before you open the system management tab card, the site-specific configuration of network data (local IP address) has to be completed and a system reboot must be performed.

Otherwise an incorrect IP address is adopted during system management installation!

Global Zone	Server Location	CA System Management Server
Time zone I (Europe, Africa)	Fürth	Name: **FTHW9MVA / IP: 194.138.39.22**
Time zone II (America)	Newark	Name: **SRSSQL03 / IP: 129.73.116.94**
Time zone III (Asia, Australia)	Singapore	Name: **SGPT3182H / IP: 194.138.243.182**

Prerequisite

The SRS connectivity from the modality to the Siemens remote environment in your time zone is available and tested.

A wideband connection via VPN should be used in particular.

Procedure

- Open the service menu.
- Select **<System><System settings><Backup>** and back up the configuration to a blank CDR.
- Select **<System><System management>** in the service menu.
- Under Location of the system management server, select your time zone.
- The current local IP address of your system is shown under "Network adapter TCP/ IP".
- If NAT (Network Access Translation) is used, mark the "Network Access Translation" checkbox and enter the IP address under "NAT TCP/IP address".

NOTE

In the case of duplicate customer IP addresses in the SRS environment, an available IP address created by the SRS Help Desk must be entered in the NAT field of your system to make your system unique.

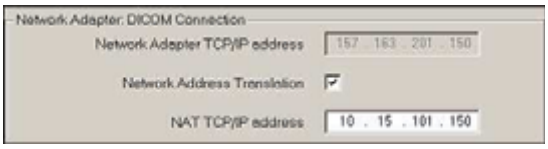
Network Adapter: DICOM Connection
Network Adapter TCP/IP address
157 . 163 . 201 . 150
Network Address Translation
NAT TCP/IP address
10 . 15 . 101 . 150

Fig. 23:

- Click **<Ping>** to check the connectivity to the SRS environment.
  - ➪ Because of the reaction time of the router connectivity, repeat this step as applicable.

- Close the message box with "**OK**".
  - ➪ The ping must be successful!
- Select the "System management base" checkbox.
  - ➪ The dimmed marked "Activated" checkbox appears.

Fig. 24:

- Start the installation with **<Apply>**.
  - ➪ A DOS window appears. The installation takes about 25-30 minutes. A message box prompts you to "Reboot the system".
    During the reboot, the system-specific template is transferred within 15 minutes from the system management server to the system.
- After the system reboot, open the service menu.
- Select **<System><System management>**.
  - ➪ The system management status must be set to "**Running**" and a template version must be visible within 15 min. of the system reboot.

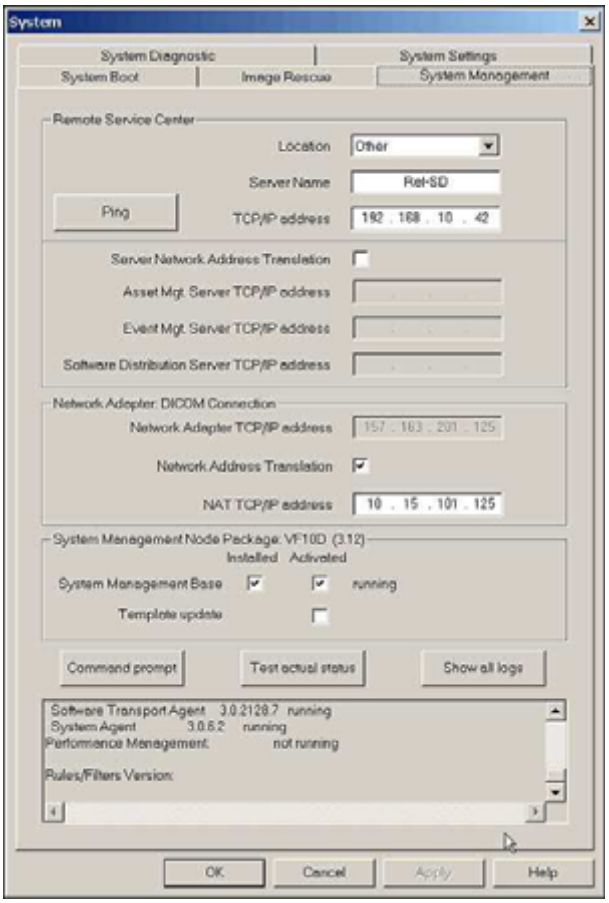

Fig. 25:

Troubleshooting

If the system management installation fails, system management deinstallation is carried out automatically.

Check the configured network data and XCS customer data again, check whether the system management server is reachable (ping command), and attempt installation again.

More information is available in the log files accessible via "**Show all logs**" or contact the SRS Help Desk.

Troubleshooting the router connection

1. IP connection to the SRS server fails

Assume the figure below displays an example configuration of a customer. The modality reports via the customer router 157.163.200.223 (syngo system and router are in the same network) to the SRS server in Fürth/Germany, IP 194.138.39.18.

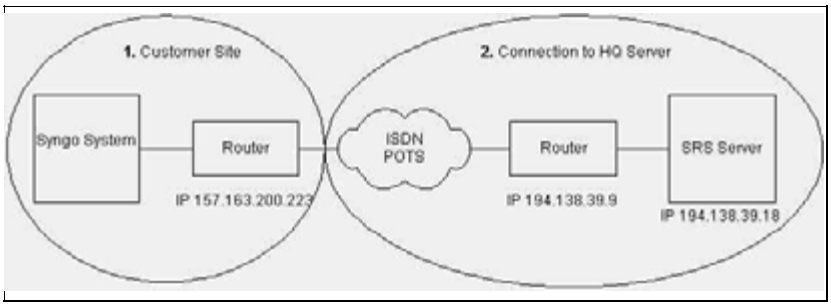

Fig. 26: Siemens Remote Service concept

- Set remote access mode to limited access or limited access permanent.
- Open a command interpreter such as "cmd.exe" or local service "Utilities/Escape to OS".
- In the command line, enter the command based on your access server IP address (example, Fürth/ Germany) “tracert 194.138.39.18”.

Based on the IP addresses displayed in the figure above, the tracert command as described in SRS - configuration, section 5, connectivity test, may output one of the following three connection failures. Please be aware that the output differs if the syngo system and the SRS router are not in the same network.

Error example 1:

The modality cannot reach the SRS router at the customer site.

C:\tracert 194.138.39.18 **Tracing route to 194.138.39.18 over a maximum of 30 hops.**				
1	*	*	*	Request timed out
2	*	*	*	Request timed out
n	*	*	*	Request timed out
				Destination host unreachable
Trace completed				

Reason for error:

1. Default gateway or static route not correctly defined on the modality.

2. Customer router not correctly installed or configured.
3. Hospital routing is incorrect if the modality and router are not in the same network.

What to do:

1. Re-check SRS configuration
   - Check static route if configured with the command “route print” to the command interpreter or
   - Ask the hospital administrator for configuration of the gateway.

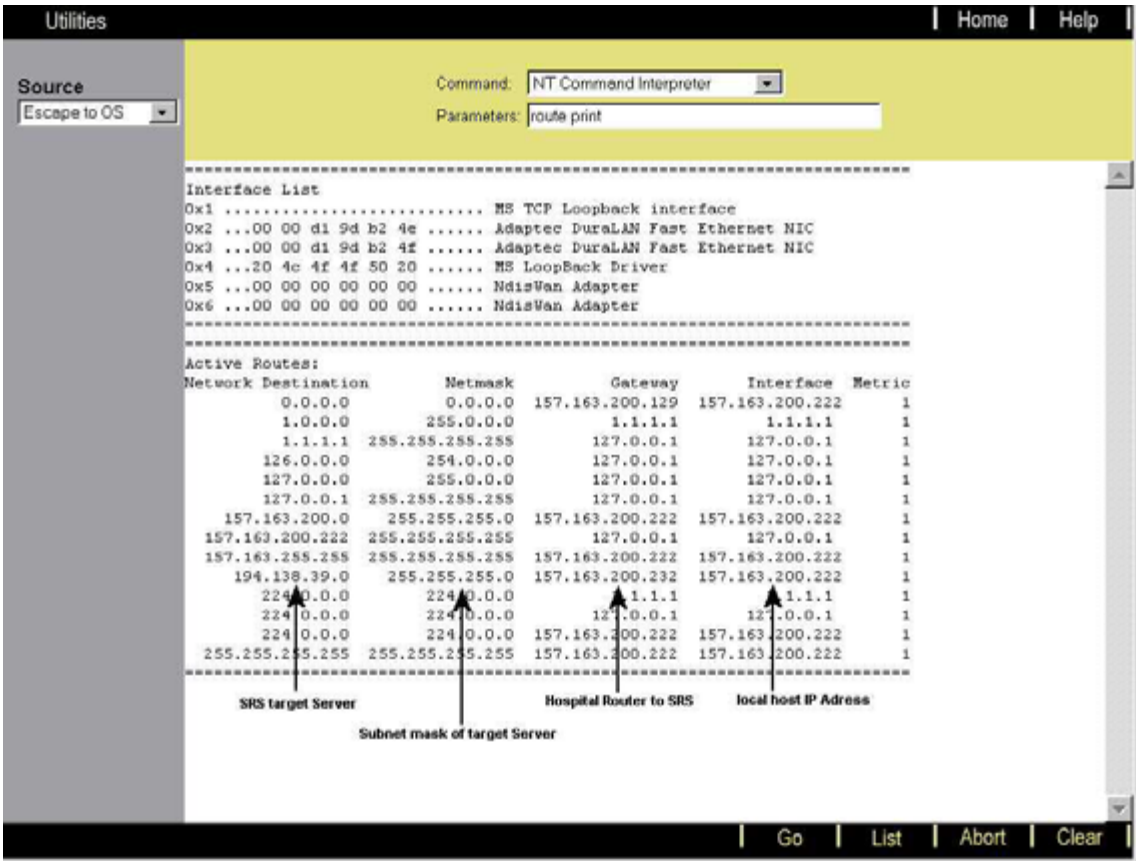

Fig. 27: Route print

2. Check installation and configuration of the SRS router.

   The router has to be powered up and the Ethernet cable plugged in. On Cisco routers a LNK LED (green) located next to the Ethernet connector indicates whether the Ethernet cable is properly connected. If the LED is off, you might be using the wrong cable (cross cable/straight cable). Some routers are equipped with a button to cross over the input signal. Press the button and check if the LNK LED lights up.
3. Contact the hospital network administrator to check the routing within the hospital.
4. Contact the Siemens company responsible for the router configuration.

Error example 2:

The modality can reach the customer router but not the SRS router, e.g. the SRS router in Fürth 194.138.39.9 at HQ. The connection should be established from the modality to the router in the hospital, to the SRS router, or to the SRS access server.

C:\tracert 194.138.39.18 **Tracing route to 194.138.39.18 over a maximum of 30 hops.**				
1	10ms	<10ms	<10ms	157.163.200.223
2	*	*	*	Request timed out
n	*	*	*	Request timed out
157.163.200.232 reports:				Destination host unreachable
Trace completed				

Reason for Error:

1. The SRS router at HQ is not configured correctly.
2. Customer router is not configured properly.
3. Wrong phone extension or phone line does not allow dial-out calls.
4. Remote access mode is not set to limited access or limited access permanent.

What to do:

- Contact the hospital network administrator or the responsible Siemens personnel, depending on who configured the router.
- Call the Uptime Service Center for support.

Error example 3:

The modality can reach the SRS router 194.138.39.9 (e.g. Fürth) at HQ but fails to contact the SRS access server 194.138.39.18 (e.g. Fürth).

C:\tracert 194.138.39.18 **Tracing route to 194.138.39.18 over a maximum of 30 hops.**				
1	10ms	<10ms	<10ms	157.163.200.232
2	200ms	<200ms	<200ms	194.138.39.9
n	*	*	*	Request timed out
157.163.200.232 reports:				Destination host unreachable
Trace completed				

Reason for Error:

1. Settings on the SRS server are incorrect.
2. The server is not accessible.

What to do:

- Call the Uptime Service Center to check the system configuration on the SRS server.
- Try again later.

2. FTP transfer fails

IP connection to the SRS server is ok, but the functional check FTP transfer fails.

Reason for Error:

- The FTP configuration is incorrect.
- The FTP port may be blocked by the firewall in the hospital network.

What to do:

- Check SRS target (host selection).

  Go to "Local service/Configuration/FTP (RDIAG)" and check the IP address for your access server.
- Check the ftp account and password settings.

  Go to Configuration FTP target --> Local service --> Configuration -->FTP (RDIAG). FTP account: rdiagftp Password: siemens (in line 1 and 2).
- Contact the hospital administrator to check whether the FTP port is blocked.

3. Access to CS knowledge base fails

The intranet address entered from the CS knowledge base is not reachable.

Reason for Error:

- The intranet address entered is incorrect.
- The Internet Explorer configuration is incorrect.

What to do:

- Check intranet address.

  Please note: the intranet address is an “https” connection.
- Check the intranet configuration as described in the CS knowledge database section in this document.

Additional information regarding the "Fluorospot Compact" (FLC) imaging system included in the "SRS configuration of FLC systems" section and inserted as section 6.

The content of the “CS knowledge base” section was moved to the “SRS configuration, syngo-based systems” section.

All chapters were updated with the current status of Siemens Remote Service.